

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

FIRST-CLASS MAIL AND PERIODICALS  
SERVICE STANDARD CHANGES, 2021

Docket No. N2021-1

**NOTICE OF THE UNITED STATES POSTAL SERVICE  
OF FILING ERRATA TO POSTAL SERVICE WITNESS MONTEITH RESPONSE TO  
PUBLIC REPRESENTATIVE INTERROGATORY PR/USPS-T4-3  
(May 27, 2021)**

The United States Postal Service hereby provides notice of filing revised Response of the United States Postal Service Witness Steven Monteith (USPS-T-4) to Interrogatory of Public Representative PR/USPS-T4-3 (hereinafter "Response"), originally filed in this docket on May 26, 2021. The revised Response corrects a typographical error in a Question's header. The original Response to referred to "PR/USPS-T4-3" as "NPPC/USPS-T4-3," the revised Response correctly references "PR/USPS-T4-3."

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSES OF USPS WITNESS MONTEITH TO INTERROGATORIES OF  
PUBLIC REPRESENTATIVE (REVISED MAY 27, 2021)**

**PR/USPS-T4-3.** Please refer to pages 19-20, lines 18-20 and 1-5, of witness Monteith's testimony. Witness Monteith states that the proposed changes "are unlikely to materially impact the third top driver of customer satisfaction: fast delivery." Witness Monteith's testimony cites a survey included in a United States Postal Service Office of the Inspector General report, which found that 71 percent of respondents expected their sent to mail to arrive in seven days. Witness Monteith finds that this survey "suggests that some customers may not be impacted by the service standard changes as they have already expected longer delivery times than our current service standards."

- a. Please describe any corroborating analysis or information that the Postal Service has reviewed suggesting that mailers believe the current service standard is seven days.
- b. Please confirm that the Postal Service views the survey as a reliable indicator of consumer expectations regarding First-Class Mail delivery time. If confirmed, please explain any steps the Postal Service has taken to improve communication with mailers regarding the service and value being provided under current service standards.

**RESPONSE:**

- a. I am not aware of any analysis or information corroborating the 2019 USPS OIG survey's finding that "71 percent of respondents expected their sent mail to arrive in seven days."
- b. Confirmed. The Postal Service is always exploring different strategies and processes and soliciting feedback to improve communications with mailers. Specifically, the Postal Service holds twice weekly meetings with Industry in which service and value being provided under current service standards is discussed. Additionally, the Postal Service discusses service and value at the Quarterly Mailers Technical Advisory Committee meetings, the Areas Inspiring Mail meetings, and often covers service and value at the various 142 Postal Customer Council meetings.